

Sapphire Independent Housing Resident Involvement Strategy 2017-2020

1. Introduction

1.1. Sapphire Independent Housing (SIH) is committed to working in partnership with all our residents and enabling them to genuinely influence what we do. We want to build on the work we have already done by creating an organisation which residents really value. We want to deliver services which:

- reflect the needs and preferences of residents
- maximise the Association's resources
- are compliant with regulatory requirements and good practice

2. Resident Involvement Strategy

2.1. The SIH's 2017 – 2020 Resident Involvement Strategy is linked to the key objectives of the Business Plan, namely to:

- remain a strong and viable provider of high quality housing services
- grow the business and develop the Association
- invest in our residents

2.2 The main objectives of this strategy are to:

- improve the scrutiny of SIH's performance through effective resident involvement
- utilise our customer insight to develop robust resident involvement methods that reflect our residents' preferences, needs and aspirations
- provide residents' with a wide range of opportunities to engage and get involved in developing SIH's services
- ensure involvement opportunities are meaningful, accessible and outcome led
- publicise changes made to the service as a result of resident involvement

3. Delivering the Resident Involvement Strategy

3.1. To deliver the objectives of SIH's Resident Involvement Strategy, a variety of new involvement opportunities will be introduced alongside our existing resident involvement activities.

3.2. The current involvement opportunities delivered by SIH include:

- Regular customer satisfaction surveys
- Monthly resident in house meetings
- An annual resident conference

3.3 Appendix 1 contains SIH's Customer Satisfaction Surveys Schedule

3.3. This strategy aims to deliver the following opportunities in addition to those already established:

- Resident auditors
- Resident involvement in staff recruitment
- Resident consultative panels, forums and focus groups
- Resident health and safety inspectors
- A repairs and maintenance panel
- Internal volunteering opportunities

3.4. The full list of current and future resident involvement activity can be found in Appendix 2.

5. Resources

5.1. The strategy for resident involvement cannot be achieved without adequate resources. A budget will be set and reviewed annually to cover the following activities:

- Central and local consultation events
- Training for resident's participating in involvement activities which require additional skills sets
- Resident travel to involvement events or opportunities
- Stationery

5.2. In addition to the above, we have made resident involvement integral to all SIH staff job descriptions. We will also provide in-house induction for the structured involvement activities as well as regular Continuous Professional Development (CPD) opportunities for residents who want to get involved.

5.3. Advice, support and training is available to residents who are engaged in resident involvement. It is recognised that the offer of a range of training and opportunities will not only build residents' capacity but can also be linked to employment related skills and experience. Therefore, where relevant, opportunities for training should be publicised widely to include all residents.

6. Diversity

6.1. It is important that opportunities for involvement are open to all residents. Any barriers preventing residents becoming involved should be identified and addressed through a diversity impact assessment. Where a specific diversity related need is identified we will aim to set up targeted consultation.

7. Publicity

7.1. Resident Involvement is publicised in various ways through:

- Resident Newsletter
- Resident Surveys
- Resident Handbook
- Resident Induction
- In one to one key work sessions
- Resident meetings

- Letters to residents

8. Value for Money

- 8.1. SIH is committed to ensuring that all its services provide value for money, so that best use is made of limited resources. For resident involvement this means making sure that investment produces tangible results whilst remaining good value for money.
- 8.2. This can partially be measured by looking at service improvements resulting from involvement activities. Ideally costs should be benchmarked against other housing providers.

9. Performance Indicators and Targets

- 9.1. Resident Involvement activities will work towards helping SIH improve services and achieve key performance targets as outlined in the business plan.
- 9.2. The Key Performance Indicators for this strategy include to:
 - increase resident satisfaction to 92% by 2020
 - increase repairs satisfaction to 92% by 2020
 - ensure each service to have a staff resident involvement representative
 - demonstrable service improvements resulting from resident involvement activity
 - annual renewal of SIH's Customer Service Excellence accreditation
- 9.3. Resident involvement will be reviewed annually to ensure we are adopting good practice and that residents are engaged and consulted on service improvements. This strategy will enable residents to get involved in areas they would like to see change.
- 9.4. The 2017 – 2020 Resident Involvement Action plan is attached as Appendix 3.

Appendix 1 – Customer Satisfaction Surveys Schedule

Type of survey	Audience	Frequency
Day to day repairs	General needs General needs and hostel residents	Two different surveys: <u>Immediate survey:</u> Currently given to resident by contractor on day of the repair and also available on SIH website. <u>Quarterly survey:</u> Paper survey sent to all residents at the end of each quarter about the overall repairs service.
Gas inspections	General needs	Immediate survey sent out to resident once a gas inspection has been carried out.
Planned Refurbishments i.e. kitchen, bathroom, boiler, window replacements etc.	General needs and hostel residents	Surveys currently in development but the plan is for them to be sent out immediately after any planned work has been undertaken.
Planned communal redecorating/improvements	General needs and hostel residents	Surveys currently in development but the plan is for them to be sent out immediately after any planned work has been undertaken.
Ongoing accommodation & Services	General needs and hostel residents	All hostel residents are sent a survey (with a freepost return envelope) from Head Office once they have been in the service for approximately 8-10 weeks. The same survey format is to be introduced for general needs residents.
Before you leave	General needs and hostel residents	All hostel residents will be given a survey by their Project Worker (with a freepost return envelope) when they leave the service - to be returned to

Type of survey	Audience	Frequency
		<p>Head Office by the resident.</p> <p>The same survey format is to be introduced for general needs residents.</p>
Compliments, complaints and suggestion	General needs and hostel residents	All residents have access to the online Compliments, Complaints and Suggestions form as well as hard copies in all the hostels and head office.
Benchmarking	Join a benchmarking group with other small housing associations	SIH is currently not a member of a peer bench marking group.
Mystery Shopping	General needs and hostel residents volunteers	SIH does not currently have a mystery shopping programme in place.

Appendix 2 – Resident Involvement Activity

Existing Resident Involvement Activity	Objectives	Format
Feedback Surveys	<ul style="list-style-type: none"> To gain feedback from a large spectrum of SIH's residents To gain feedback on a wide range of business functions 	Questionnaires Feedback forms Exit interviews Resident satisfaction surveys
Resident in House Meetings	<ul style="list-style-type: none"> To convey important messages to residents in a group setting To allow residents to voice opinions and give suggestions To provide a regular and consistent forum for gaining feedback across all residents 	Coffee morning House meetings Resident led agenda
Resident's conference	To create an inclusive opportunity for all SIH residents to give feedback and find out about the organisation's work.	Annual meeting for residents Residents meet staff and senior managers within the organisation
New Resident Involvement Activity	Objectives	Format
Resident Auditors	<ul style="list-style-type: none"> Evidences transparency in our auditing To gain insight from residents around the quality of SIH's services Allow residents to gain skills 	Peer interviewing when conducting internal QAF assessments Feedback to scheme managers and staff
Staff recruitment	<ul style="list-style-type: none"> To ensure that residents support us to employ suitable candidates To provide a resident's point of view to SIH's recruitment Allow residents to gain employability skills and experience as well as motivation to find work themselves 	Assessment activities e.g. meet and greet potential project workers

New Resident Involvement Activity	Objectives	Format
Resident consultative panels, forums and focus groups	<ul style="list-style-type: none"> • To evidence consultation on all policies affecting our residents • To gain feedback in order to improve policies and procedures • To ensure residents have a thorough understanding of our policies and procedures and the reasons why they exist • To gain feedback and areas of improvement around specific projects or areas of business • To allow residents to be involved in specific areas which interest them 	<p>Residents to review policy or procedure changes affecting residents</p> <p>Resident to discuss specific issues or projects that impact on them</p> <p>Feedback to go to EMT or OMT</p>
Resident Inspectors	<ul style="list-style-type: none"> • To agree expectations and standards between staff and residents • To skill up residents in order to report faults earlier and take ownership of maintaining their schemes 	<p>Assist scheme staff with health and safety building checks</p> <p>Inspect works completed by contractors following a job or planned improvement works</p>
Repairs and maintenance panel	<ul style="list-style-type: none"> • To ensure the maintenance function strives to make continual improvements to service • To allow and evidence transparency when using contractors 	<p>Quarterly meetings to discuss maintenance performance</p> <p>Residents can input into decisions around procurement (value for money when using contractors)</p>
Internal volunteering	<ul style="list-style-type: none"> • To give residents an opportunity to build employability skills • Adds value to service delivery 	<p>Skill sharing with other residents</p> <p>Regular or one-off resident ran activities</p>

Appendix 3 – 2017 – 2020 Resident Involvement Action Plan

Task	Action	Lead Officer	Timeframe	Closed
Review and agree Draft Resident Involvement Strategy	<ul style="list-style-type: none"> Consult with residents on draft strategy 	LG	October 2016	October 2016
	<ul style="list-style-type: none"> Agree and approve final Resident Involvement Strategy 	BMc	December 2016	
Establish Resident Involvement throughout the Organisation	<ul style="list-style-type: none"> Identify staff members at each scheme to lead on resident involvement activities and promotion 	JE, RB, LG	December 2016	
	<ul style="list-style-type: none"> Create a Resident Involvement space on the staff intranet for ideas, discussion and promotion of opportunities 	JM, LG	December 2016	
	<ul style="list-style-type: none"> Ensure Resident Involvement is discussed as an agenda item in all team meetings throughout the organisation (at least quarterly) 	BMc, JE, RB, LG	December 2016	
Develop training and capacity building programme	<ul style="list-style-type: none"> Design inductions and training for residents involved in staff recruitment 	BF	February 2017	
	<ul style="list-style-type: none"> Design inductions and training for residents involved in QAF auditing 	JA (Conway House), RC (Bethany House)	February 2017	
Improve recording of resident involvement and outcomes	<ul style="list-style-type: none"> Review current use of Inform system to ensure all Resident Involvement activities and outcomes are recorded appropriately 	JM	January 2017	